

Changes to e-services Registration were implemented on Sunday, September 28, 2014. An overview of the changes provided below:

1. The registration challenge questions are to allow e-services customers to unlock the account after three failed login attempts.

We have experienced some issues with these questions since implementation. Customers who registered prior to September 2014 will see a blank page when prompted for the challenge questions if they have not accessed their account since implementation.

If you encounter blank challenge questions, you will need to go to the Forgotten or Lost Password or PIN process from the e-services Registration page. You will be prompted to establish the challenge questions after your next successful login.

Once the questions are established you will no longer receive the 15 minute timeout after three unsuccessful login attempts and will be able to unlock your account by answering the challenge questions. If you are unable to correctly answer the challenge questions your account will be locked and you will have to use the Forgotten or Lost Password or PIN function to unlock it.

2. Users will not be allowed to enter their SSN as part of their username or password.
3. Passwords will be required to contain at least one numeric, one uppercase and one lowercase letter, and one special character (except for ^, < and >). The system will force any user whose password does not meet the new requirements to update their password the next time they login.
4. Users will not be able to reuse the last 24 passwords.
5. Email notifications will be sent 30 days and again at 20 days in advance of password expiration. (The 10 day email notification will still be used).
6. Registration screen changes include:
 - The word "expired" will be removed
 - TIN will be changed to SSN/ITIN
 - Username rules will be updated
 - Help screens for password and username will be updated
 - Password link will be added
 - Only 5 digits will be allowed for the PIN